

EFFECTIVE TEAM COMMUNICATION FOR TEAM LEADERSHIP

Purpose:

The Effective Team Communication Programme is designed to upskill Team Leaders to help them create a collaborative culture in their workplace.

✓ Day 1 and 2: Communicating with Influence (1½ days)

The aim of this workshop is to develop your influencing skills by understanding personality traits and how different personalities influence each other. You will learn how to use the Myers Briggs Personality Indicator as a powerful tool to tailor your actions to positively encourage your team to work collaboratively together.

You will also develop a greater awareness of what others need in face to face conversations. Your listening skills will be enhanced so you can be more present and observant in conversations.

You will understand the importance of questioning to gain information and learn how to approach a difficult situation with honest feedback to keep people engaged to improve performance and behaviours.



✓ Day 3: Negotiating your way through Conflict (1 Day)

The aim of this practical skills based workshop is to help you understand and manage conflict as soon as possible in the workplace. You will understand your personal conflict management style and learn how to identify the early warning signs and causes of conflict so it is easier to resolve issues early. You will be given tools for intervention strategies and dealing with difficult behaviours and learn an easy negotiation method to create and maintain a win: win culture.

Approach:

- The Workshops are offered as a public course or can be offered in-house to your staff.
- Maximum Numbers per workshop: 16 participants

**EFFECTIVE TEAM COMMUNICATION
FOR TEAM LEADERSHIP**

Day 1+2

Communicating with Influence


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| <p>Aims and Objectives</p> | <p>The aim of this workshop is to develop your self-awareness of your personality attributes, and to understand how different personalities influence each other.</p> <p>You will learn how to use Myers Briggs Personality Indicator as a powerful tool to start tailoring your actions to positively encourage your team to work well together.</p> <p>You will enhance your listening skills so you can be more present and observant in conversations, understand the importance of questioning to gain information and learn how to approach a difficult situation with honest feedback to keep people engaged to improve performance and behaviours.</p> |
| <p>Time</p> | <p>Pre-Work – Online MBTI Profiling Questionnaire – approx. 30 mins Day 1: 12.30pm – 4.30 pm (½ day) Day 2: 8.30am – 4.30pm (1 day)</p> |
| <p>Learning Outcomes On completion of the module, you will:</p> | <ul style="list-style-type: none"> ✓ understand your own personality type and how you prefer to gather information and make decisions ✓ show an understanding of other peoples’ personality types and how they influence each other ✓ have skills for effective communication in listening, questioning and influencing. ✓ understand how your emotions affect your behaviour ✓ have the skills to give and receive constructive feedback to deal with difficult situations. |

Day 3

Negotiating your way through Conflict

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| <p>Aims and Objectives</p> | <p>The aim of this practical skills based workshop is to help you to understand and manage conflict as soon as possible in the workplace.</p> <p>You will understand your personal conflict management style and learn how to identify the early warning signs and causes of conflict so it is easier to resolve issues early.</p> <p>You will be given tools for intervention strategies and learn an easy negotiation method to create and maintain a win: win culture.</p> |
| <p>Time</p> | <p>Day 3: 8.30am – 4.30pm (1 day)</p> |
| <p>Learning Outcomes On completion of the module, you will:</p> | <ul style="list-style-type: none"> ✓ understand why conflict occurs and your personal style in dealing with conflict ✓ have the knowledge and tools to prevent and manage conflict situations ✓ have core skills of listening and questioning for negotiations ✓ have an understanding of the phases of a negotiation ✓ be clear about balancing both the substance and relationships in a conflict situation ✓ negotiate with difficult people and have skills for working collaboratively with others |

Key Contacts

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| <p>Facilitator</p> | <p>Saranya Amanda Tarrant Training Consultant , Constructing Excellence (NZ) Ltd BED. CQSW, Diploma in Applied Social Studies MBTI Practitioner, NZQA Assessor Qualification IMNZ Associate Trainer</p>  <p>Organisational Development Consultant, Team Facilitator, Trainer and Resilience Coach.</p> <p>Saranya has extensive experience as a successful trainer and resilience coach. She has spent the last 34 years developing and delivering workshops to teams, first line leaders and managers in the UK and NZ. Saranya has been working with the Constructing Excellence team for 12 years. She has a passion for improving relationships, communication and well-being in the workplace.</p> <p>Saranya co-developed and tutors on the Diploma of Managerial Excellence in Engineering and Construction. She teaches the Myers Briggs Personality Profiling, Managing Change, Resilience, Leadership Skills and Communication Skills Modules.</p> <p>She is an Associate Trainer for the Institute of Management New Zealand.</p> | |
| <p>Key Contact</p> | <p><i>Ange Marshall</i> <i>Training Manager: Constructing Excellence NZ</i> amarshall@constructing.co.nz <i>m: 021 1870 485</i> <i>t: 09 585 2218</i></p> | <p><i>Tim Warren</i> <i>Managing Partner: Constructing Excellence NZ</i> tjwarren@constructing.co.nz <i>m: 021 243 4298</i> <i>t: 09 585 2218</i></p> |

Registration Form



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| Module | Effective Team Communication for Team Leadership |
| Dates | 31 st Oct pm only ; 1 Nov(full day)and 2 Nov 2017 (full day) |
| Costs | \$1,980.00 + GST (10% discount for CCG members and ACE Alumni) |
| Venue | CE offices at 8 Maheke Street, St Heliers, Auckland. (Morning Tea/ Lunch / Afternoon tea included) |
| Accommodation | Please contact Rose Park Hotel (09 377 3619) ; or Aarangi Motel (09 521 2649) |
| Name (s) | 1. 2. |
| Role (s) | 1. 2. |
| Company Name: | |
| Tel: | |
| Email: | |
| Address & PO for Invoice | |
| Pay by Credit Card | <input type="checkbox"/> Please contact me for credit card details. I understand that there is a small surcharge for credit card payments. |
| Signature & Date | <input type="checkbox"/> I have read the terms below* |

Please email or post to: admin@constructing.co.nz

Constructing Excellence NZ Ltd; PO Box 25932; Auckland 1740; t: +64 (0)9 585 2218

***Terms:** Bookings close 1 week prior to start date due to pre- work requirements. Payment is required on 7 day invoice at course acceptance and before course commencement. *Cancellation is accepted with full refund up to 2 weeks before the event. *Within 2 weeks of the event will result in a credit for a future course.